

PartnershipNews

It's Official - Gateway Credit Union Will Merge With Westerra

The membership of Gateway Credit Union – the largest credit union serving the Aurora community – voted overwhelmingly (92%) to merge with Westerra Credit Union. The approval by Gateway members on May 24 was the last step needed to finalize the merger. The partnership has already undergone a rigorous financial review, and been approved by state and federal regulators as well as both credit union boards of directors.

"This was a great vote of confidence from Gateway members and a great day for the entire Westerra Credit Union family," said C. Alan Peppers, President and CEO of Westerra Credit Union. "This alliance enables us to offer members more locations, additional products, enhanced

technology, a high level of service, and more convenience all around."

"This overwhelming vote of approval from members reflects the board's enthusiasm for this partnership," said Paul Needham, Chairman of Gateway Credit Union. "We've known from the beginning that merging with Westerra would benefit members and employees, and make our organization even stronger and better able to serve."

It will take approximately 12 months to fully combine Gateway and Westerra operations. We will keep you informed about when Gateway locations will be available to Westerra members. Visit our website for merger updates at www.westerracu.com.

Gateway - Westerra Credit Union Partnership Facts:

- Once the merger is completed, Westerra Credit Union will have approximately \$890 million in assets and over 76,000 members.
- For Gateway and Westerra members, the merger means more branches, capital assets and financial products.
- A combined total of 10 branches located throughout the Denver metro area as well as southeast Colorado Springs.
- Westerra Credit Union is a local not-for-profit, member-owned financial cooperative, run by its volunteer board of directors.



Upgraded Technology Offers Enhanced Services

We're Investing in the Future

We are excited to announce that beginning August 8, a major upgrade to the Westerra primary data processing system will be completed, giving our team more powerful resources to handle your financial services needs faster and more efficiently. You'll see these efficiencies when you visit any of our branches and when you use our services online and via telephone.

After the upgrade, all members can be assisted by any of our financial service representatives, as accounts from the former DPSCU and SRMCU will be on the same data processing system! With the new system, you will experience faster transaction processing, and more

options for getting account information and completing routine transactions. You'll also see new transaction receipts and easy-to-read statements.

The member benefits will be considerable. Right away you'll notice the enhanced home banking and bill payment services. Other upgrades include improved efficiency with new account opening and improved service capabilities.

As a member of Westerra Credit Union, we know you expect the most complete line of financial products, delivered as conveniently

as possible. Our upgraded systems will enable us to do just that.

Our management and staff have worked hard to prepare for this upgrade, including making an extra effort to minimize any disruption in service as we make this transition. We will always keep you up to date via mailings and on our website to help you become familiar with these major improvements in service delivery.

At Westerra Credit Union, our efforts today set the stage for the quality products and services you will see tomorrow. We are *Working For You*.

Plan Ahead – How Service will be Affected During the Upgrade August 4-7



Office Closures – Systems Unavailable

All Westerra Credit Union locations (including the Call Center) will be closed during the conversion:

Friday, August 4, after 1 p.m.
Saturday, August 5
Monday, August 7

Home banking, telephone audio response and CU Service Centers will be unavailable from 1 p.m. Friday, August 4, through Monday evening, August 7. All offices will be open with regular hours starting Tuesday, August 8.

Your Plastic Cards Will Still Work

Throughout the conversion weekend, you can still use your VISA® or MasterCard® credit cards, debit cards, ATM access cards, and checks for purchases and transactions. Some limits may apply.

Please plan your financial transactions around this schedule to insure you have access to the funds you need from August 4-7. If you have any questions, please call us at 303-321-4209.

What About Statements?

New Easy-to-Read Statements for SRMCU Members

Former Safeway Rocky Mountain Credit Union members will find a much more reader-friendly statement—like the ones DPSCU members currently receive. Watch for information in your end of August statements about the enhanced statement format.

DPSCU July Statements to Run August 4 – Dividends Paid July 31 and August 4

As data processing systems are combined, former DPS Credit Union members' monthly statements will cover the period of July 1 through August 4 (rather than the typical July 1 through July 31), with any dividends due paid on July 31. Dividends on share accounts will be paid for the first four days of the month on August 4. Your next statement will cover August 5 through August 31, with dividends for this period paid on August 31.

Thereafter, statements will return to the normal cycle of processing from the first day of the month through the last day of the month, with dividends paid accordingly. SRMCU member statements will run the normal cycle of processing on July 31 and August 31 as the system upgrade is completed.

Please let us know how we can help you

- Call 303-321-4209 or 1-800-858-7212.
- Email us at email@westerracu.com.
- Visit www.dpscu.com or www.srmfcu.org for helpful information.

Just a Reminder...

Money Market Check Minimum is \$250

You may write up to three checks per month on your money market account—with a minimum amount of \$250 per check. With the new system, exceptions for checks of lower amounts will no longer be made.

Holiday Account Funds Disbursed on October 31

All funds in Holiday Accounts will be disbursed to members on October 31. If you don't have a Holiday Account, ask us for details!

Transfer Limitations

For share savings and money market accounts, you may make up to 6 automated or phone transactions (transfers, withdrawals, overdraft transfers or checks) per month, of which no more than 3 may be checks. You may make unlimited automated transfers to any Westerra Credit Union loan account and unlimited withdrawals in person, by mail or at an ATM. For more information, refer to the Member Account Agreements, Disclosures and Information Guide, or call us at 303-321-4209.

Some of the benefits you will enjoy after the upgrade

- **Enhanced Home Banking Service.**
- **New and Improved Bill Payment System.**
- **Unified System** - All DPSCU and SRMCU members will be on the same system.
- **Changes in the Telephone Audio Response Menu.** The menu will prompt you with new instructions the first time you call after the upgrade.
- **Watch for more details coming soon!**